

**SAWS OVERSIGHT PROCESSES BINDER  
RECORD OF CHANGE LOG**

<b>SECTION NAME:</b> Miscellaneous Consortia Liaison Activities
<b>RESPONSIBLE PARTY:</b> Kristine Dudley – ISAWS Liaison
<b>BRIEF DESCRIPTION OF SECTION:</b>

***CHANGE LOG***

<b>DATE</b>	<b>CHANGE DESCRIPTION/LOCATION</b>	<b>INITIALS</b>

## **HHSDC SAWS Oversight Operations Guide**

### **HIDDEN PROCESSES**

SAWS oversight must actively examine the operation of each consortium in order to become aware of “hidden processes” that could be beneficial to other consortia.

To this end, SAWS liaison is actively seeking for, and documenting, hidden processes that may be of value to other liaisons and consortium members. These techniques (derived from CalWIN) include the following SAWS liaison activities:

- Frequent review (at least weekly) of the internal and external web sites. The internal site provides access to meeting minutes, draft processes, etc., which reveal things not documented in the final write-ups.
- Access to all project staff (e.g., development, QA, IV&V, counties’ project team, counties’ project managers). The liaison has an office at the project site and can wander around and talk to any of the staff. This allows the liaison to talk with the staff, ask questions, etc. to find out what is going well in addition to any problems. This process has allowed the discovery of things that are not part of the official process, but are positive lessons learned. This type of access will continue this throughout the project’s life cycle.
- Ability to attend all regularly scheduled meetings as well as the “as needed” meetings. This allows involvement at all levels and the ability to hear and participate in discussions that reveal useful, but hidden, processes.
- Attendance at meetings with the county level project managers. At these meetings the project managers share what (and how) they are accomplishing within their county. This sharing results in a great deal of information on the structure, processes, procedures, etc. that occur at the county level. Much of what is shared reveals what is working well, what needs to be improved, how to improve it, and what doesn’t work.

Through these processes, information is collected, documented and shared with other liaisons and consortium staff. The Lessons Learned database is being considered as a potential repository for these findings and as a vehicle to provide access to a broader pool of consortium and State resources.